

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. Has anybody ever wanted to take an uzi to the customer service people from T-Mobile, or is it just me?! I am fed up with the lousy service and ridiculous rates and plans that are impossible to decipher. I had a customer service person "help me" and removed all the information from my phone, like all my contacts, photos, ringtones, everything!

I'm in real estate and losing all my contacts like that will cost me some deals, but T-Mobile wanted to try and make up for it by giving me 100 extra minutes free! What a deal! Where's that uzi?!

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,  
Linda McDonald